

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (AH) INDEPENDENT PROGRAM ASSESSMENT OFFICE IT SERVICES

TA No:	AH001-Rev9		
Task Area Monitor:		Alternate Task Area Monitor:	
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

The Independent Program Assessment Office (IPAO) computer system consists of PC and Macintosh systems, file servers, a back-up system, and video conferencing equipment in Building 1229. Software includes a wide variety of software packages. IT services are required to maintain network security and resource availability for NASA personnel and contractors within and outside the Langley network domain.

3. **OBJECTIVE**

The objective of this task assignment is to provide system administration support for the IPAO computer systems and to operate the IPAO video conferencing facility.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

Refer to Exhibit A, Inventory of Equipment and Software, for a complete listing of the required System Administration, IT Security Administration, Hardware Maintenance, System Software Management, Application Management, or Database Administration to be provided for IPAO equipment.

The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of Hardware Maintenance (HM), System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8, clauses a) and c), of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:

For systems that are covered under vendor or third-party hardware or software maintenance contracts, quotes for replacement parts and software upgrades will be obtained from vendor or third-party sources and provided to NASA Technical Monitor for procurement.

The Government will provide the Contractor utilities, furniture, supplies, printers and copiers for on-site staff.

General IT Support Services Performance Metrics

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.
- Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.
- Fails: Any of the requirements of this subsection (a through f) is not satisfied.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
- Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: Inventory of equipment and software is up-to-date and accurate.

Performance Metrics:

- Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration; or improvements have been made to the configuration management system.
- Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.
- Fails: Any of the requirements of this subsection (a through c) are not satisfied.

Performance Standard: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection (a through e) are not satisfied.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Videoconference Management

LaRC Manager:

Work Area Description: Video conferencing will be used to connect individuals and groups at multiple locations to allow near-real-time audio and visual interaction, including presentation of auxiliary graphic and textual materials. The contractor will assure that the required facilities are available, the software, data, and appropriate equipment are functional and network connectivity is maintained or problems reported and resolved.

Work Area Requirements: Coordinate and assist users with video conferencing equipment

and capabilities. Arrange conferences between organizations and resolve technical problems to ensure a smooth videoconference.

7. Exhibit A

[Exhibit A](#)

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be weekly or at the discretion of the TAM. The following persons or their alternates are required to attend: NASA technical monitor and the contractor personnel assigned to this task. The contractor shall maintain minutes of the monthly status meeting. These minutes will include any pending action items, issues or concerns with targeted completion dates noted. At the beginning of each meeting the minutes of the previous meeting will be reviewed. Technical performance, timeliness, and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 40% Timeliness: 60%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

[Others1](#)